

# How To Apply



## 1. Meeting the eligibility criteria

Please read the information provided carefully before completing the application form - if you have difficulty in completing any of the forms or require assistance please call us. If you are unsure which tenure type best suits your circumstances, or which tenure options you may be eligible to apply for, please contact us:

**LoCall 0845 618 5008**

Avantage  
Apex House  
266 Moseley Road  
Levenshulme  
Manchester  
M19 2LH  
Email: [mychoice@avantage.org.uk](mailto:mychoice@avantage.org.uk)

## 2. How To Apply

**You should complete and return the following:**

- Application form
- One self assessment questionnaire per applicant

On receiving your application we will check it to ensure that you meet the eligibility criteria (see the Allocations and Sales Policy for details of the eligibility criteria). Prior to the opening of the schemes, applications will be prioritised in the following order:

- Handforth
- Ellesmere Port
- Middlewich
- Winsford
- Crewe

We will send you an acknowledgement and advise you of the likely timescale for processing your application if we are not able to deal with it straight away.

When processing an application, we will be looking to create a balanced community, with an equal proportion of people with high, medium and low care and support needs. Therefore applications will be prioritised on the basis of matching care and support needs with the vacancies available within each development. In the case of high demand, applications will be prioritised on the basis of housing need. All rented applications will be prioritised on housing need.

(More details of the criteria for prioritising applications can be found in the Allocations and Sales Policy).

### **If you wish to buy or part buy/part rent, we will advise you:**

- if the property which you wish to reserve is available for your chosen tenure type. If it is you will need to pay a £250 deposit to reserve the property. This deposit will be deducted from the final amount owing (if your application is successful) and
- the amount which we would expect you to invest in a property. (If you have more than £75,000 net capital and assets, we would expect you to invest this in the property which you are purchasing / part buying.)

You will also need to complete a property reservation form, which sets out the terms and conditions of your reservation. This is signed by both you and an Avantage representative.

If your chosen property is not available, you will be advised of what alternative options are available.

Once you have reserved your chosen property or meet the eligibility criteria, a representative from Avantage and Cheshire County Council will arrange to visit you to verify your details and answer any further questions, which you may have. During this visit we will make an assessment of the level of support and care, which you require.

We will then arrange for a finance officer from Cheshire County Council to visit you in order to make a financial assessment. They will work out how much weekly charge (if any) you will need to pay for extra care and provide you with advice about benefits which you may be entitled to claim. This assessment will normally take place within two weeks of the initial visit.

Following these assessments you will be advised of the date that the allocations panel will meet to consider your application. This panel is made up of appropriate representatives from Avantage, the Care provider; Housing 21, Cheshire County Council Social Services, the district housing authority; or their agent and the local health trust. The purpose of this panel is to ensure that apartments are allocated to people who meet the criteria for the schemes.

In allocating places, the panel will take into account the need to achieve a balanced community. If there is more than one possible applicant for a place (eg assessed at the same care level banding), the property will be offered to the applicant who has the greatest housing need. Social needs will also be taken into account at this stage. Wherever possible, successful applicants will be matched with the type of property and location specified on their application form.

Following this process you will receive formal confirmation of your reservation in writing.

You will normally be informed within two working days of the Panel meeting whether your application has been successful and if so, be made an offer of accommodation.

If you are renting and offered a place and haven't already had the opportunity to view, we will arrange for you to view an apartment. (Prior to the opening of the schemes, this will be a show apartment). You will then have five working days to decide whether to accept the offer. If you do not like the property you have been offered, you will only be permitted to choose an alternative if there are properties of the same type which are not already under offer or allocated.

If you turn down the offer and have a good reason for not being able to accept it, you may be given the option of rejoining the waiting list for future consideration. Please note we do not maintain applicants on the waiting list who are not actively pursuing vacancies.

If you do not meet the eligibility criteria at any stage of the above process, you will be advised of the outcome and the reasons for the decision. You will be advised of the options available to you. If you disagree with the decision made you can ask to have your application reviewed. (Please see Section 4 on Appeals and Complaints for information on how to do this.) Any deposit paid on a property would be refunded if we are unable to proceed with your application. However, the deposit will not be refunded if you decide to withdraw the application.

If there are no properties available in your preferred tenure at the time of application, your details can be entered onto a waiting list. When an appropriate vacancy arises we will then continue the allocations process. The priority in determining future allocations will depend upon the mix of support and care needs in the community at the time of the vacancy.

#### 4. Appeals and Complaints

Avantage aims to provide a good standard of service to its customers. If you wish to appeal against a decision, which has been made or make a complaint please contact:

Contract Manager  
Avantage  
c/o Fulstone House  
130 Mile End Lane  
Stockport  
SK2 6BY

Details of Avantage's complaints procedure are available on request.